

























































































































































# PATIENT SATISFACTION SURVEY

Patients’ overall satisfaction with Hampton Roads hospitals appears to be improving, according to data from the federal Centers for Medicare and Medicaid Services. For seven out of 13 local hospitals, the percentage of patients who said they’d definitely recommend the facility was above the state number. Last year, just four local hospitals performed better than the state on that question. The government requires patients to be surveyed on how well hospitals are meeting their needs, and starting next year, a hospital’s results will figure into its Medicare payment rates. The most recent results, posted in August, reflect data collected between October 2009 and September 2010.

question. The government requires patients to be surveyed on how well hospitals are meeting their needs, and starting next year, a hospital's results will figure into its Medicare payment rates. The most recent results, posted in August, reflect data collected between October 2009 and September 2010.														KEY TO RESPONSES			
Percentage of patients indicating the following response to the measures below	BON SECOURS DEPAUL MEDICAL CENTER	BON SECOURS MARY IMMACULATE HOSPITAL	BON SECOURS MARYVIEW MEDICAL CENTER	CHESA-PEAKE GENERAL HOSPITAL	RIVERSIDE REGIONAL MEDICAL CENTER	*SENTARA BAYSIDE HOSPITAL	SENTARA CAREPLEX HOSPITAL	SENTARA LEIGH HOSPITAL	SENTARA NORFOLK GENERAL HOSPITAL	SENTARA OBICI HOSPITAL	SENTARA VIRGINIA BEACH GENERAL HOSPITAL	SENTARA WILLIAMS-BURG REGIONAL MEDICAL CENTER	SOUTH-AMPTON MEMORIAL HOSPITAL	VA. PERCENT	U.S. PERCENT		
How often did nurses communicate well with patients? <b>Nurses always communicated well.</b> (LAST YEAR'S PERCENTAGE)	 72% (70%)	 71% (70%)	 74% (72%)	 69% (70%)	 69% (70%)	 77% (69%)	 69% (68%)	 68% (69%)	 73% (73%)	 71% (71%)	 72% (70%)	 72% (68%)	 77% (82%)	 75% (74%)	 76% (75%)		
How often did doctors communicate well with patients? <b>Doctors always communicated well.</b> (LAST YEAR'S PERCENTAGE)	 79% (78%)	 79% (80%)	 81% (81%)	 76% (79%)	 76% (78%)	 76% (72%)	 77% (74%)	 74% (75%)	 77% (76%)	 75% (75%)	 75% (76%)	 77% (74%)	 82% (87%)	 80% (80%)	 80% (80%)		
How often did patients receive help quickly from hospital staff? <b>Patients always received help as soon as they wanted.</b> (LAST YEAR'S PERCENTAGE)	 60% (59%)	 55% (52%)	 59% (62%)	 56% (58%)	 54% (53%)	 59% (52%)	 57% (57%)	 57% (53%)	 64% (63%)	 57% (56%)	 55% (54%)	 55% (50%)	 63% (68%)	 62% (61%)	 64% (63%)		
How often was patients' pain well-controlled? <b>Pain was always well-controlled.</b> (LAST YEAR'S PERCENTAGE)	 69% (68%)	 66% (67%)	 69% (65%)	 65% (67%)	 66% (65%)	 71% (64%)	 64% (62%)	 65% (60%)	 67% (69%)	 64% (65%)	 66% (66%)	 66% (58%)	 71% (73%)	 68% (68%)	 69% (69%)		
How often did staff explain about medicines before giving them to patients? <b>Staff always explained.</b> (LAST YEAR'S PERCENTAGE)	 58% (56%)	 57% (59%)	 58% (55%)	 55% (55%)	 56% (54%)	 61% (53%)	 53% (53%)	 54% (54%)	 54% (56%)	 58% (54%)	 55% (54%)	 57% (57%)	 59% (61%)	 59% (57%)	 61% (59%)		
How often were the patients' rooms and bathrooms kept clean? <b>Room was always clean.</b> (LAST YEAR'S PERCENTAGE)	 69% (67%)	 57% (55%)	 68% (69%)	 55% (60%)	 63% (60%)	 66% (63%)	 65% (67%)	 58% (51%)	 60% (61%)	 68% (69%)	 65% (58%)	 66% (68%)	 72% (78%)	 68% (68%)	 71% (70%)		
How often was the area around patients' rooms kept quiet at night? <b>Always quiet at night.</b> (LAST YEAR'S PERCENTAGE)	 64% (59%)	 63% (63%)	 64% (64%)	 53% (62%)	 45% (52%)	 54% (51%)	 64% (60%)	 45% (45%)	 53% (56%)	 58% (52%)	 51% (47%)	 59% (56%)	 65% (70%)	 57% (56%)	 58% (57%)		
Were patients given information about what to do during their recovery at home? <b>Yes, staff did give patients this information.</b> (LAST YEAR'S PERCENTAGE)	 84% (87%)	 84% (82%)	 85% (85%)	 83% (83%)	 80% (82%)	 84% (76%)	 78% (80%)	 84% (81%)	 84% (81%)	 84% (81%)	 85% (79%)	 83% (79%)	 84% (87%)	 83% (82%)	 82% (81%)		
Would patients recommend the hospital to friends and family? <b>Yes, patients would definitely recommend the hospital.</b> (LAST YEAR'S PERCENTAGE)	 66% (65%)	 67% (65%)	 59% (58%)	 67% (69%)	 61% (63%)	 66% (58%)	 68% (64%)	 71% (67%)	 77% (75%)	 63% (63%)	 72% (67%)	 71% (65%)	 57% (63%)	 67% (66%)	 69% (68%)		
How do patients rate the hospital overall? <b>Patients who gave a rating of 9 or 10 (high).</b> (LAST YEAR'S PERCENTAGE)	 65% (63%)	 62% (58%)	 63% (60%)	 63% (58%)	 59% (56%)	 63% (55%)	 65% (62%)	 65% (60%)	 70% (70%)	 58% (60%)	 67% (61%)	 66% (60%)	 64% (69%)	 65% (63%)	 67% (66%)		
Number of responses at or above state percent...	5 (4)	3 (4)	5 (5)	2 (3)	0 (1)	4 (0)	3 (1)	3 (1)	4 (5)	3 (1)	3 (1)	4 (3)	8 (9)				

\*Sentara Bayside Hospital stopped offering inpatient care in August. Many of its staff members moved to the new Sentara Princess Anne Hospital in Virginia Beach.